

































migrant integration cockpits & dashboards

D7.7

Project Communication and Dissemination Report II



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Project

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Title: Migrant Integration Cockpits and Dashboards

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Reference: 822717

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Theme: Addressing the challenge of migrant integration through ICT-enabled solutions

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Website: www.micadoproject.eu

Consortium:

- HAFENCITY UNIVERSITÄT HAMBURG (HCU), Germany
- FREIE UND HANSESTADT HAMBURG (FHH), Germany
- HAMBURGISCHES WELTWIRTSCHAFTSINSTITUT GEMEINNÜTZIGE GMBH (HWWI), Germany
- UNIVERSITEIT ANTWERPEN (UANTWERPEN), Belgium
- OPENBAAR CENTRUM VOOR MAATSCHAPPELIJK WELZIJN VAN ANTWERPEN (OCMW Antwerpen), Belgium
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Executive summary

The deliverable D7.7 is the second of three reports on Communication and Dissemination activities of the MICADO project. It focusses on the second year of the project duration, namely the months M13-M24. The structure of this report is similar to the one in D7.6 (Project Communication and Dissemination Report I) to facilitate comparability: in the first part, this document reminds its readers on the objectives set out in the Exploitation and Dissemination Plan (D7.1) and the Communication Plan (D7.2) regarding Dissemination and Communication. It also presents the guidelines, means and structures for Internal Communication laid out in the Project Management and Quality Plan (D8.1). In the following chapters, the impact that the activities have had during this period are being measured with the help of Key Performance Indicators (KPIs).

The assessment within the three categories Communication, Dissemination and Internal Communication shows that the project was able to fulfil and even exceed the majority of its set goals.

Reviewing internal communication activities, the coordinator HCU made sure that all crucial partners provided all necessary contact information to guarantee ongoing smooth working dynamics especially during the pandemic and with online-meetings, only. Also, the use of GitHub and the MICADO Wiki has successfully been increased in 2020. In the next year, all partners but especially the coordinator HCU have to make sure that important upcoming meetings (e.g. 4th General Assembly, 2nd Review Meeting, Advisory Board meeting) will be adequately planned to be able to conduct them online successfully in case physical meetings will still not be possible by spring 2021.

The communication activities after 24 months of runtime of the project have exceeded the targets, similar to the results of 2019. The project website has already been viewed by more than 3.500 individual users, and more than 500 Twitter posts have been published in the context of the MICADO project. Also, there is a precise concept on what to include and when to distribute the project's general newsletter. In the next year, and as mentioned above, future focal points will be to increase the outreach of this newsletter as well as of the project's new YouTube channel.

In terms of dissemination activities, all KPIs could be reached in 2020. Importantly, all pilot cities maintained close connections to their LESCs and held several meetings to exchange and prepare for the upcoming phases with high participation (piloting, uptake). Additionally, and despite the obstacles of the Covid-19 pandemic, MICADO could be presented in different contexts – in public authority rounds, to future users, and at online conferences. A number of shorter articles were published in 2020, and more are already foreseen for 2021 through conference participations and the book on co-creation in migration research and policy making, to be published by Prof. Lore Van Praag from UANTWERPEN including articles from numerous project partners.

Nevertheless, it has to be noted that the Covid-19 outbreak from March 2020 onwards had serious effects on the communication and dissemination activities. It led to a shift to online meetings in both, external and internal communication. Many conferences that the project partners had planned to attend and disseminate the MICADO results were either cancelled or postponed to 2021. Linked to that, MICADO produced fewer publications than initially planned in 2020 since they were connected to the conference participations.



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1 Introduction

This report provides information on the Communication and Dissemination activities that have happened in the 2nd year of the MICADO project, namely between January and December 2020 (M13-24). Keeping to the structure of the initial report of 2019, the first chapter summarizes the objectives within the field of (Internal) Communication and Dissemination including target groups, key performance objectives, and time plans, the chapters 3 - 5 showcase and assess all activities that have happened in the four pilot cities Antwerp, Bologna, Hamburg, and Madrid, with the help of the pre-set KPIs. With this background, the last chapter contains a summary, as well as focus points regarding upcoming Communication and Dissemination activities.

Exploitation activities are planned to start in M29 except for the dissemination of the Exploitation Plan itself (M6) and Tutorials (M24). All exploitation activities are thus disregarded in this report and will be reported within the third report (D7.8) in M36.

The information cut-off for this report is 16th December 2020.



2 MICADO Dissemination and Communication Objectives

Target groups, key performance objectives, as well as the timetable for the activities have not changed in the second year of the project runtime and are thus repeated as an introduction into MICADO's set goals in context of dissemination and communication.

2.1 Target Groups

The MICADO project aims at reaching the three main user groups through dissemination and communication activities. Namely, (1) public authorities having jurisdiction over integration policies, with a specific focus on labour, health care, education, and housing, (2) local communities, Civil Society Organisations (CSO), and engaged citizens, as well as (3) adult 1st generation EU and non-EU migrants.

In addition to those main three target groups there are further groups the activities are addressed to:

- Local "playmakers": people able to influence the migrant integration situation in their community
- Professional networks: primarily European policy initiatives dealing with the advancement of knowledge in the field of migrant and refugee integration, and digital open government
- Networks and Communities: Social Networks for Migrants, Local networks, associations, and CSOs, Developer Communities, Scientific Research communities, External Advisory Board, Lobby groups
- Networks of Cities: networks of cities, such as Eurocities, Urban Europe, METREX, ConnectedCities, or solidaritycities.eu, as well as institutions and associations, such as URBACT, Conveyance of Mayors, or H2020 Smart Cities and Communities.
- Local Experts and Stakeholder Committees (LESCs): These groups are cross-cutting through all other target groups with the attempt to institutionalize the participation.

2.2 Key Performance Objectives

Communication and Dissemination

To streamline all Communication and Dissemination Activities, several documents laid out the strategies of the regarding fields early on in the project execution. The Exploitation and Dissemination Plan entailed information on actions to maximize the project's impact. The Communication Plan identified objectives, strategies and channels of all MICADO communication. Both plans lined out target measures to be reached within the project runtime. At the time of the production of this report, the KPIs were reassessed and adjusted accordingly.



In the field of dissemination activities, D7.1 defines the number of Local Expert and Stakeholder Committee (LESC) meetings, of Co-creation sessions¹, of presentations at conferences or other events, of (open access) publications, of tutorials and webinars, as well as of uptake sessions as categories to measure the impact of the project. In the context of communication activities, the number of visitors to the project's website, of newsletters, flyers, social media posts, and press releases² are selected as the main indicators that need to be monitored constantly.

Internal Communication

In a complex project environment such as MICADO, a basic set of guidelines and rules is necessary to collaborate efficiently, as well as to structure and organize communication flows. In D8.1 these guidelines were laid out to be followed by the whole consortium.

These guidelines determined that a contact list of all partners should be constantly updated including responsibilities in the project as well as email addresses, telephone numbers, and (if available and used by partners) Skype contacts in order to easily reach a person and set up (virtual) meetings. They also entailed a list of coordination meetings indicating how often these meetings should take place. In addition, it was decided to make use of project templates for deliverables, as well as the platforms Nextcloud, Github and a Wiki to facilitate the internal communication.

2.3 Timetables of Activities

The following two tables display all exploitation, dissemination and communication activities scheduled within the runtime of the MICADO project as proposed in the Exploitation and Dissemination Plan (D7.1) and the Communication Plan (D7.2).

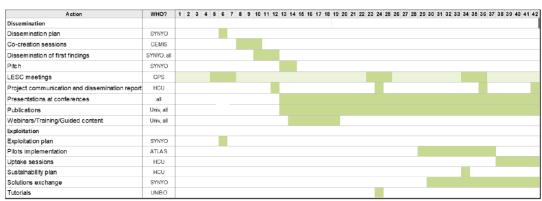


Table 1: TIMETABLE EXPLOITATION & DISSEMINATION ACTIVITIES (D7.1)

² Initially, the number of presentations at events was also used as a KPI for communication activities. Since it is already part of the dissemination activities assessment, it was left out of chapter 4.



¹ Even though the Co-creation sessions were mentioned as a KPI for dissemination activities in D7.1 in the beginning of the project, the authors of this report decided to disregard them, as the sessions rather focused on the needs' assessment with representatives of the three user groups than on promoting the project itself.

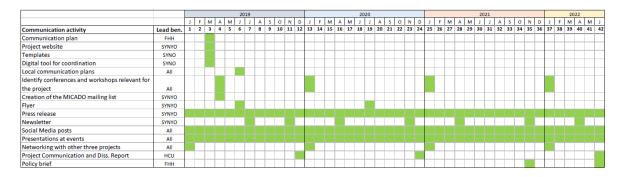


Table 2: TIMETABLE COMMUNICATION ACTIVITIES (D7.2)



3 Assessment of Dissemination Activities

3.1 Overview Dissemination KPIs

Before assessing each indicator in depth, this section gives an overview of all dissemination KPIs and their current status in tabular form. The table includes the target for the whole project duration, the current figures per local group for the first 24 months of the project as well as an interpretation of the figures with the help of a *traffic light-system* (green = good progress, orange = there is progress, but little, red = too little progress, focus point of next year).

Indicator	Target	Figure	Status
LESC meetings	≥ 3 for each	Antwerp 2	12/12
	LESC, ≥12 total	Bologna 3	OK
		Hamburg 5	_
		Madrid 2	
Presentations at	≥ 50	Antwerp 17	46/50
conferences,		Bologna 9	OK
meetings and other events		Hamburg 15	_
		Madrid 5	
(Open access)	≥ 10	Antwerp -	4/10
Publications		Bologna -	_ OK
		Hamburg 3	_
		Madrid 1	
Webinars	≥ 4	-	Not started
Tutorials	≥ 4	3 (Wiki, App feature explanations)	16/4 OK
Uptake Sessions	≥ 4	Preparatory meetings have started in all cities	ок

Table 3: ASSESSMENT OF DISSEMINATION ACTIVITIES (TAKEN FROM D7.1)

3.2 Local Expert and Stakeholder Committee (LESC) Meetings

The LESCs continue to be an integral part of the MICADO consortium structure in the second year of the project. In 2019, each Local Group set up a Local Expert and Stakeholder Committee. The members of the LESC comprise of local CSOs and initiatives, policy makers, members of authorities and individuals being active in the thematic field. Meetings of LESCs are foreseen at least three times in each pilot city during the project lifetime adding up to at least 12 meetings. In the first year of the project, each pilot city organized one kick-off event inviting crucial local stakeholders to present the MICADO project and possibilities to participate at different project stages. In 2020, there have been numerous LESC activities as well. Thus, the KPI has been reached.

The cities of Antwerp, Bologna, and Hamburg were able to conduct a follow-up LESC meeting in mid-2020 to update the members on MICADO's progress after the first meeting in 2019. All meetings were held digitally due to the Covid-19 pandemic restrictions and took place between April and July 2020 (M16-19). Even though all LESCs are regularly informed through the general and the local newsletters (see chapter 4.3) it was deemed necessary to conduct a



meeting with the possibility of a direct exchange and a focus on upcoming activities, in which LESC members were to be involved. Images 1-3 show screenshots of the (invitation to) LESC meetings in Antwerp, Hamburg, and Bologna.

The Local Groups of Bologna, Hamburg, and Madrid additionally conducted one to three LESC-test runs with around five engaged members each in November and December 2020 (M23-24). In these meetings, conducted again digitally, the participants were able to test the current state of the MICADO apps before the official start of the usability testing as part of the piloting phase (WP5) in spring 2021. The test runs took place on November 2nd, 6th, and 13th in Hamburg, on November 19th in Bologna, and on December 16th in Madrid. Images 4-7 show selected screenshots of these meetings. The Local Group of Antwerp decided to wait with its LESC-testing until a later development stage of the applications.



Image 1: INVITATION E-MAIL TO THE LESC-MEETING IN ANTWERP TAKING PLACE IN JUNE 2020

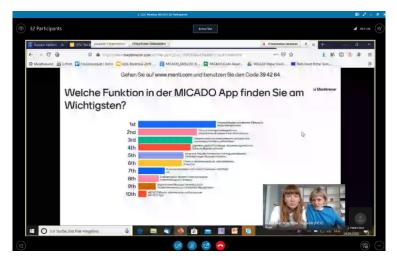


Image 2: THE HCU TEAM PRESENTING AT THE HAMBURG LESC MEETING IN JUNE 2020





Image 3: THE LESC MEETING IN BOLOGNA IN JULY 2020

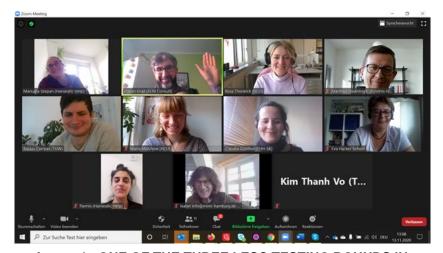


Image 4: ONE OF THE THREE LESC TESTING ROUNDS IN HAMBURG, HERE WITH CSO REPRESENTATIVES IN NOVEMBER 2020

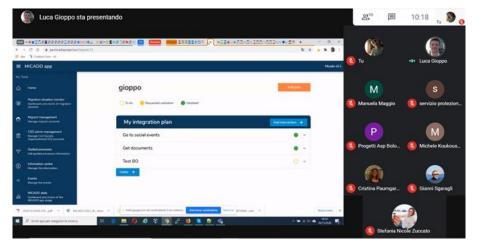


Image 5: THE CSI PIEMONTE TEAM PRESENTING THE MICADO APP TO THE LESC TESTING GROUP IN BOLOGNA IN NOVEMBER 2020





Image 6: EVENT ANNOUNCEMENT ON THE CPS WEBSITE ABOUT THE LESC MEETING AND TESTING IN MADRID IN DECEMBER 2020

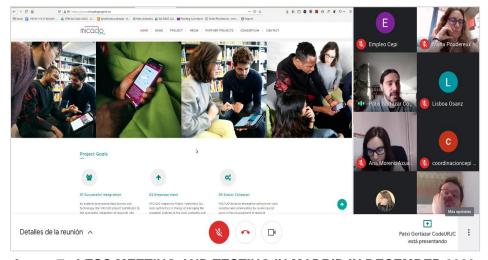


Image 7: LESC MEETING AND TESTING IN MADRID IN DECEMBER 2020

3.3 Presentations at Conferences, Meetings, and other Events

The possibility to present MICADO during conferences, meetings, and other events has been highly affected by the Covid-19 outbreak starting in March 2020. Most of the conference participations scheduled for 2020 were either cancelled or postponed to 2021. In some cases, the event could be held digitally and a MICADO participation was still possible. The table below shows all events the MICADO team held / participated in in 2020. Regarding the target of 50 MICADO presentations at conferences and other events, the reached outcome of 46 project presentations by December 2020 (M24) is a very good result considering the challenges faced during 2020 as well as the fact that tangible project results will only be presentable in the second half of the project. At the end of the table, a number of conferences that were shifted to 2021 due to the pandemic, and that the MICADO team will attend are listed. Below the overview table selected events are presented via images in more depth.



Name of Event	Place	Date	Partner	Format & Type of Event	Type of Audience	Reached Audience	Proof of event: Link, Picture (of event), Screenshot of invitation etc.
MICADO presentation at "Staatsräte- Treffen Lenkungsgruppe Geflüchtete" (State Councillors for Refugee Matters)	Hamburg, Germany	10/01/2020	HCU, FHH	Presentation at State Councillors for Refugee Matters	Policy Makers	30	https://twitter.com/ citysciencelab/stat us/121743276611 3030144 Image 8 (p. 20)
Meeting between Antwerp City Council team (Integration and equal opportunities) and Atlas	Antwerp, Belgium	15/01/2020	Atlas	Presentation of project progress and next steps	Policy Makers	4	NA
Annual meeting of EU project managers and policy makers	Hamburg, Germany	20/01/2020	FHH, HCU	Poster presentation at annual meeting of EU project managers and policy makers	Policy Makers, Public Authorities, Project Managers	159	Image 24 (p. 33)
Meeting between Bologna project group and Bologna municipality	Bologna, Italy	13/02/2020	UNIBO, ASP Bologna, CSI Piemonte	In-depth meeting to discuss uptake possibilities	Policy Makers, Public Authorities	9	Image 12 (p. 22)
Visit at Fedasil (Federal agency for the reception of asylum seekers (https://www.feda sil.be/en)	Brussels, Belgium	14/02/2020	OCMW, Atlas	MICADO presentation, exchange of experiences, possible cooperation	Policy Makers	4	NA
UCSIA Conference 'Van migratie naar arbeidsmarktinteg ratie' (From Migration to Labour Market Integration)	Antwerp, Belgium	20/02/2020	UANTWE RPEN	MICADO presentation at conference of UCSIA	Civil Society	100	https://www.ucsia. org/home/themalij nen/ethiek-en- economie/evenem enten/van- migratie-naar- arbeidsmarktintegr atie/#presentaties
Knowledge- sharing session at Atlas	Antwerp, Belgium	10/03/2020	Atlas	Knowledge-sharing session at the Atlas office	Atlas employees	5	Image 13 (p. 23)
Workshop on MICADO feature	Hamburg, Germany	10/03/2020	FHH	Workshop introducing MICADO and the Migrant Situation Monitor feature to PAs	Policy Makers	9	NA
Meeting between Bologna project group and Bologna municipality	Bologna, Italy (online)	24/03/2020	UNIBO, ASP Bologna, CSI Piemonte	In-depth meeting to discuss uptake possibilities	Policy Makers, Public Authorities	9	NA
Meeting with Advisory Board member Michèle De Baere	Antwerp / Belgium (online)	21/04/2020	Atlas, OCMW, UANTWE RPEN	Virtual meeting with the advisory board member - Michèle De Baere (Advisor Integration - city council team responsible for 'integration & and equal opportunities', Stad Antwerpen / Kabinet integratie & inburgering en gelijke kansen)	Policy Maker	1	NA
Meeting between Bologna project group and	Bologna, Italy (online)	05/05/2020	UNIBO, ASP Bologna,	In-depth meeting to discuss uptake possibilities	Policy Makers,	9	NA



			T	T	T	ı	Т.
Bologna			CSI Piemonte		Public Authorities		
Municipality Storytelling Workshop	Hamburg, Germany	19/05/2020	FHH	Storytelling workshop with PA representatives - presentation of project (followed by a in-depth discussion of the Migrant Situation Monitor feature)	Policy Makers	5	NA
Knowledge- sharing session at Atlas	Antwerp, Belgium (online)	25/05/2020	Atlas	MICADO MVP presentation to middle management of the "work for individuals" unit at Atlas	Atlas employees	11	NA
MICADO introduction for Hamburg PAs	Hamburg, Germany	03/06/2020	FHH	MICADO introduction for Hamburg PAs in preparation to the LESC meeting one day after	Policy Makers	5	NA
Meeting between Atlas and Advisor on e-inclusion and accessibility of Flemish government	Antwerp, Belgium (online)	15/06/2020	Atlas	MICADO presentation to the advisor (Ilse Mariën) on e-inclusion and accessibility - Digital literacy of the team of the Vice Minister- President of the Flemish Government and Flemish Minister of Home Affairs, Public Administration, Integration and Equal Opportunities	Policy Makers	2	Image 9 (p. 21)
Meeting between Bologna project group and Bologna municipality	Bologna, Italy (online)	01/10/2020	UNIBO, ASP Bologna, CSI Piemonte	In-depth meeting to discuss uptake possibilities, introduction to Rita Paradisi (Welfare area)	Policy Makers, Public Authorities	7	NA
Meeting with the representative of the Migration Observatory	Madrid, Spain (online)	07/10/2020	CPS, DGSSIS- CM, URJC	Meeting with the representative of the Observatory on Migration Data from the Community of Madrid (Mr. Fernando Martínez Santamaría) to present the project and gather data for the dashboard	Policy Makers, Stakeholder s	5	NA
Visit of Flemish Minister of Social Affairs Bart Somers	Antwerp, Belgium	08/10/2020	Atlas	MICADO presentation to Flemish Minister of Social Affairs Bart Somers during his visit at Atlas	Policy Makers	2	https://www.atlas- antwerpen.be/nl/ni euws/minister-van- samenleven- somers-op- bezoek-in-atlas
Meeting between Atlas and KBI Connect	Antwerp, Belgium (online)	23/10/2020	Atlas	MICADO presentation to KBI Connect (system used by the 3 Flemish agencies responsible for integration). Objective: raise awareness of the project, discuss possible collaboration	Stakeholder s	8	Image 15 (p. 25)
CSLunch	Hamburg, Germany (online)	26/10/2020	HCU	MICADO presentation at CSLunch event	Scientific Community	25	https://twitter.com/ citysciencelab/stat us/132174433195 5445762
"Spreek jij digitaal? Atlas presenteert de digisessies" (Do you speak	Antwerp, Belgium (online)	26, 27, 29/10/2020	Atlas	Atlas organised a 3- day event for sharing gained experience with the project e- inclusion. The event	Policy Makers, Social Workers,	173	https://www.atlas- antwerpen.be/nl/ni euws/spreek-jij- digitaal-atlas-



digitally? Atlan	1	I	1	according district	Tacabara		nrocenteert de
digitally? Atlas presents digisessions)				comprised virtual presentations, discussions, and network opportunities for policy makers, facilitators and teachers. MICADO was presented at that conference.	Teachers, Civil Society		presenteert-de- digisessies
Communication and uptake meeting with Fuenlabrada municipality and Major	Madrid, Spain	29/10/2020	URJC	Communication and uptake meeting with Fuenlabrada municipality and Major	Policy Makers, Stakeholder s	4	Image 17 (p. 26)
Meeting between Bologna project group and Bologna municipality	Bologna, Italy (online)	03/11/2020	UNIBO, ASP Bologna, CSI Piemonte	In-depth meeting to discuss uptake possibilities, introduction to Gianni Sgaragli (Information system, regulation, quality development and performance cycle management)	Policy Makers, Public Authorities	7	NA
"HCU Forschungstag" (HCU research day)	Hamburg, Germany (online)	25/11/2020	HCU	MICADO presentation at annual research day at HCU	Scientific Community	50	https://twitter.com/ citysciencelab/stat us/133379020602 6149888 Image 10 (p. 21)
Presentation in workshop on labour market integration of migrants	Antwerp, Belgium (online)	25/11/2020	Atlas	MICADO presentation at an international workshop organised by the AMIF transnational project CONNECTION. Focus: 'labour market integration of migrants'	Policy Makers	15	Image 10 (p. 21)
EYWC European Youth Work Convention	Bonn, Germany (online)	7-10/12/2020	CPS	EYWC European Youth Work Convention Presentation of the project to the Spanish Delegation (Subdirector of the Youth Institute, National Agencies and NGOs and stakeholders). Brief presentation to the project in the meetings of researchers and policymakers attended in the Convention.	Scientific Community, Policy Makers, Stakeholder s	100	NA
4th ETHMIGSURVEY DATA Training School on Ethnic and Migrant Minorities (COST Action CA16111)	Madrid, Spain (online)	16/12/2020	CPS	Project presentation at the event	Scientific Community, Professional s	25	NA
	articipation	ons postpon	ed to 2021	due to the Covid	d-19 pande	mic	
ECPR Conference (Paper resubmitted in 2020 Accepted)	Rome, Italy	10-12/06/2021	CPS	Project presentation at the event	Scientific Community		
Council for European Studies Conference (Paper	Rejkiavik, Iceland	24-26/06/2021	CPS	Project presentation at the event	Scientific Community, Professional s		



resubmitted in 2020 accepted)						
International Political Science Association World Congress (Accepted)	Lisboa, Portugal	10-14/07/2020	CPS	Project presentation at the event	Scientific Community	

Table 4: MICADO PRESENTATIONS IN 2020

In the beginning of the year (January 10th 2020, M13), the MICADO team of HafenCity University was able to present the project to the State Councillors for Refugee Matters in the townhall of Hamburg (see image 8). The event was successful and led to the establishment of a working group "MICADO" within the structure of the city of Hamburg.



Image 8: MICADO PRESENTATION THROUGH PI PROF.
JÖRG NOENNIG TO ROUND OF STATE COUNCILLORS ON
REFUGEE MATTERS IN HAMBURG IN JANUARY 2020

On February 20th (M14), the UANTWERPEN team presented MICADO at a conference titled 'Van migratie naar arbeidsmarktintegratie' (From migration to labour market integration) held and organised by the non-profit organisation University Centre Saint-Ignatius Antwerp (UCSIA). The presentation focused on the results of the demand analysis all pilot cities conducted in 2019 with a focus on the domain of labour. The MICADO presentation the UANTWERPEN team held is still available on the organisation's website. Also, Atlas presented at this conference and was part of the panel session at the end of the conference.



In the beginning of October 2020 (M22), Bart Somers, the Flemish Minister of Social Affairs, and his colleague, visited the Atlas office and learned about MICADO during their visit (see image 9).



Image 9: VISIT OF MINISTER OF SOCIAL AFFAIRS AT ATLAS OFFICE IN OCTOBER 2020

In Hamburg, the project was presented again during the annual research day of the HafenCity University at the end of November (M23), held digitally. Here, the scientific community had the chance to hear about MICADO's progress and project teams could exchange on methods, results as well as impacts of the current pandemic on the project (see image 10).

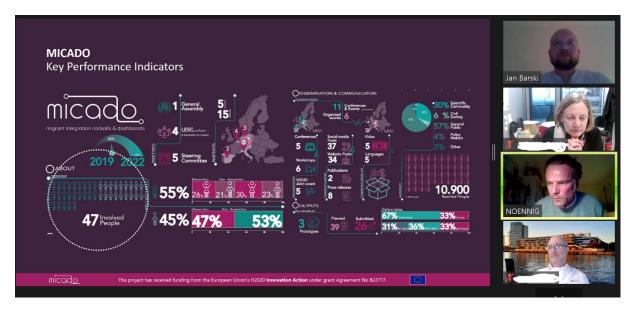


Image 10: MICADO PRESENTATION AS PART OF THE RESEARCH DAY AT HAFENCITY UNIVERSITY IN HAMBURG IN NOVEMBER 2020



Also, in November 2020, the project partner Atlas presented MICADO during a workshop titled Connection focusing on the integration of migrants into the labour market (see image 11).



Image 11: AGENDA OF THE CONNECTION WORKSHOP IN ANTWERP FROM NOVEMBER 2020

Additional Images of MICADO presentations at events



Image 12: ATTENDANCE LIST OF MEETING BETWEEN PROJECT GROUP AND MUNICIPALITY OF BOLOGNA



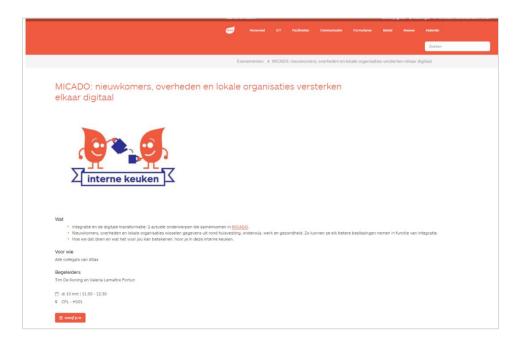


Image 13: KNOWLEDGE SHARING SESSION AT ATLAS OFFICE IN MARCH 2020

3.4 (Open Access) Publications

In 2020, there have been 4 publications related to the MICADO project. In spring 2020, the article 'MICADO-Service für Neulinge' was written by project partner FHH and published in the magazine 'Aufbruch in die Zukunft - Hamburger Magazin zur Europawoche 2020' (p. 18), which is available online.

In Madrid, project partner URJC worked on a scientific paper titled 'A Survey of the Selenium Ecosystem' that was published in June 2020 on the platform MDPI Electronics. The results were gained during the development phase of the MICADO applications. Before deciding on an automated testing strategy, the URJC members ran a survey online on how developers leveraged Selenium, a state-of-the-art tool on UI testing, in order to gain insight on how to better apply UI testing to the MICADO project. As mandated by the EC, the paper is openly accessible.

Also, project partner HWWI disseminated an open access policy paper titled 'Migrant integration: Insights from Belgium, Italy, Spain and Germany' summarising results of the demand analysis of the previous year in October 2020.

Additionally, HCU and FHH joint efforts to participate in the 2019/2020 edition of <u>'Explorationen'</u> (p. 48f.), a book published by HCU on an annual basis presenting current research projects of the university. The current edition was published in November 2020 and is available online as well.



Meanwhile, project partner UANTWERPEN is still working on their publication 'Co-creation in migration research and policy making' for which several Consortium members have provided articles. The book will be published in English in 2021 and is written for an international audience including the scientific community and policy makers. The <u>Call for contributions</u> on the website of the publisher Leuven University Press looked as follows (see image 14).



Image 14: CALL FOR CONTRIBUTIONS IN CONTEXT WITH PUBLICATION ORGANISED BY CEMIS

In addition to that, the MICADO team plans to publish a number of deliverables namely of the first two work packages after the official approval of the Commission. Additional planned publications had to be postponed in 2020 since the connected conferences the MICADO team had planned to attend, were postponed.

3.5 Webinars

No webinars have been conducted up until now. According to the Exploitation and Dissemination Plan (D7.1) four webinars have to be produced and conducted in the run time of MICADO. In 2020 it was decided within the WP7 team to produce and use webinars at a later stage, and now focus on tutorials as a tool to explain the MICADO applications to its future users (see chapter 3.6). Webinars might be used during the process of uptake as a training in implementing the solution.

3.6 Tutorials

Tutorials are mainly planned within WP4 (Technical Design and Development) and 5 (Local Piloting). In 2019, an internal tutorial has been created by HCU to introduce everyone to the usage of the MICADO Wiki. It is saved on the project's internal Nextcloud server.

As part of D4.3, the Technical Report of WP4, submitted in November 2020 (M23), 15 short tutorials have been created to explain the MICADO App features. They are accessible on the project's <u>YouTube channel</u>. For example, the tutorials describe the features <u>Guided Processes</u> and <u>Migrant Situation Monitor</u>.

For Local Piloting, several more specific tutorials will be created by April 2021 (M28; summarized under the deliverable D5.5 Local implementation tutorials and guidelines) to facilitate the piloting activities starting in spring 2021. As the overview under chapter 3.1 indicates, the targets of 2020 have been reached.



3.7 Uptake Sessions

The Uptake Sessions are part of the first task of Work Package 6 (Local Uptake and Sustainability Planning) running between November 2019 and October 2021 (M11-M34), led by HCU. By now, all pilot cities have taken up the task of contacting organisations to promote the project and discuss options to host, run and maintain the MICADO applications after the project runtime (see certain events listed under chapter 3.3). However, the discussions are still ongoing and final results cannot be communicated as of now. If needed, there will be bigger workshop-like sessions with those organisations interested to maintain the MICADO solution in the next year.

In Antwerp, the Local Group kept a steady information flow towards the city council team responsible for integration and equal opportunities (Stad Antwerpen / Kabinet integratie & inburgering en gelijke kansen) to keep them updated on the project's progress. Lately, there has been a meeting with KBI-Connect, the system used by the three Flemish agencies responsible for integration to discuss options of connecting MICADO to them (see image 15).



Image 15: MICADO PRESENTATION DURING SESSION WITH KBI CONNECT IN ANTWERP IN OCTOBER 2020

In Bologna, four uptake sessions have been held in the months February, May, October, and November 2020 (see image 16 as example).

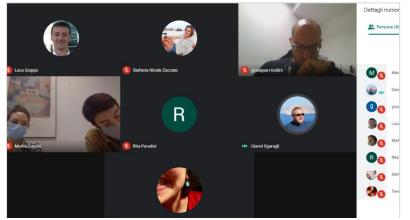


Image 16: ONE OF THE DIGITAL UPTAKE SESSIONS IN BOLOGNA
IN NOVEMBER 2020



In Hamburg, a successful MICADO presentation took place in front of the round of State Councillors on Refugee Matters in January 2020 (see image 7, p.20). The MICADO project was perceived well and a working group to strengthen the link between the project team and the city infrastructure was therefore established. Since then, meetings between the project partner Senate Chancellery (FHH) and representatives of interested authorities have taken place to consolidate the discussion.

Also, in Madrid, the first meetings to discuss uptake possibilities have started. In October 2020 (M22), there has been a meeting with the representative of the Observatory on Migration Data from the Community of Madrid as well as with the Fuenlabrada Municipality and its mayor (see image 17).



Image 17: MEETING BETWEEN MICADO TEAM (URJC) AND THE MAYOR OF FUENLABRADA

3.8 Cross-Project Activities

Together with the MICADO project, three other H2020 projects (NADINE, MIICT, REBUILD) have taken up their work in the beginning of 2019 under the same call (MIGRATION-06-2018). In January and February 2020, two additional projects (easyRights, WELCOME) joined the cross-project network.

Since naturally the projects have overlapping methods, goals and target groups, a project cluster was created to update one another, as well as to synergize work flows and cooperate, if possible. Therefore, each project has selected one social and one technical ambassador to meet on a regular basis across projects and to coordinate common activities. For MICADO, Prof. Jörg Rainer Noennig, simultaneously the PI of the project, continues to hold both roles in 2020.

Apart from a regular exchange through the ambassador meetings, several other activities took place in 2020 and will be presented here. Firstly, a three-day event on policy recommendations organised through a joint effort of all projects and the EC took place in October 2020 (M22).



Joint Migration Policy Roundtable 2020

With support from the responsible Project Officers appointed by the Research Executive Academy, the 6 projects' representatives have met to discuss synergies between their activities, possibilities for collaboration and organised a Joint Migration Policy Roundtable. The event (online, due to pandemic travel and meeting limitations) was divided in 3-2h sessions focused around 3 common topics in the 6 initiatives:

- 1. How can ICT support integration and digital public services delivery to migrants on a local level and what does that mean for the European digital transformation?
- 2. Can co-creation and participatory designs be successful approaches for developing tools and digital public services for migrants?
- 3. How can we improve the collaborations between policy makers and public authorities for supporting migrant integration and delivery of digital public services to migrants?

The meetings were hosted by the projects' representatives and were targeted to project partners, their Expert and Advisory Boards members and most importantly to policy and project officers from the European Commission in charge of migrants' integration and inclusion. The events were closed to the general public. The projects invited expert speakers to tackle different issues regarding the above-mentioned topics. The roundtable was a successful event with over 80 participants/session and very fruitful discussions. As an outcome, the 6 initiatives are authoring a Policy Whitepaper with their insights, innovation capacities and challenges from the field, as well as with policy recommendations derived from the events, to be submitted to the EC representatives (REA, DG Home and others). Furthermore, a more concise version of the policy recommendations was also provided in response to the <u>Public Consultation on the integration and inclusion of migrants and people with a migrant background</u>.

Besides actively participating in the organization, hosting and moderation of the roundtable events, as well as contributing authorship to the whitepaper, the MICADO team also prepared the interactive digital invitation for the roundtable participants (see Annex, p. 42). Since the event was so well-appreciated by the projects' partners, the experts and the EC representatives, another round is already in discussions for 2021.

Secondly, MICADO decided to take the lead in handing in a panel proposal for the upcoming **Annual IMISCOE Conference**, scheduled for July 2021 (M31), in collaboration with sister-project partners from MIICT and easyRights. For that purpose, an outline of the panel was prepared by MICADO ambassador Prof. Jörg Noennig and all three projects are currently preparing paper abstracts to be added to the panel proposal.

As mentioned in last year's report, the Local Group of Bologna is in the challenging situation that three of the six sister projects have partners and are active in Bologna. Therefore, one identified risk was the simultaneous piloting of three solutions during the same time. In a joint workshop held in May 2020 (M17) all participants decided that the projects still identified different targets. The MICADO Bologna team thus decided to keep the pilot separated from other sister projects' pilot phases but work in a collaborative way with them at back office level in order to avoid overlap and confusion.

Thirdly, MICADO Consortium members from OCMW, CSI, and SYNYO along with members from the sister projects participated in the online workshop 'CEF Building Block' on digital solutions towards eGovernment in December 2020, organised and conducted by the European Commission.



In addition to the exchange and cooperation with the already known five sister projects from the same call, a meeting was held between URJC and a representative of the <u>Welcoming Spaces project</u>. Welcoming Spaces is a project seeking to ease the path towards hosting migrants in rural areas and includes three of the countries that are already involved in MICADO: Spain, Italy and Germany. After the joint call, it was decided that MICADO could be presented to rural representatives in these three countries, at least.



4 Assessment of Communication Activities

4.1 Overview Communication KPIs

Before assessing each indicator in depth and likewise to the previous chapter, this section gives an overview of all communication KPIs and their current status in tabular form. The table includes the target for the whole project duration, the current figures per local group for the first 24 months of the project as well as an interpretation of the figures with the help of a *traffic light-system* (green = good progress, orange = there is progress, but little, red = too little progress, focus point of next year).

Product	Quantification	Target	Figure		Status
Project	No. of individual users	3000	3509		3509/3000
Website					ОК
Newsletter	No. of issues	7	2 (1 local Antwerp, 1	local	2/7
			Bologna, 2 local Hamburg, 7 local Ma	adrid)	ОК
	No. of subscribers	200	85		85/200
					In Progress
Flyers	No. of flyers available	500 each	Antwerp		250/2000
	in partner languages		Bologna		In Progress
	and main languages used by migrants		Hamburg	250	-
			Madrid		-
Social Media	No. of posts	Twitter: 500	MICADO project	400	Twitter 508500
Posts		Other: upon need	(Twitter)	436	OK
			Antwerp (Facebook)	3	
			Bologna		-
			(Facebook)	10	
			Hamburg		-
			(Twitter)	47	
			Madrid		-
			(Twitter)	21	
			(Facebook)	7	-
			Vienna (Twitter)	4	
Press	No. of press releases	2	MICADO project		5/10
Releases			Antwerp		ОК
			Bologna		-
			Hamburg	1	-
			Madrid	4	-

Table 5: ASSESSMENT OF COMMUNICATION ACTIVITIES (TAKEN FROM D7.3)



4.2 Project Website

The <u>project website</u> was set up and is handled by project partner SYNYO. As mentioned in the first Communication and Dissemination Report of 2019, it went live in M3. The first version consisted of a landing page ('<u>Home'</u>) with initial information on the project that is deepened in the second page ('<u>Project'</u>). These categories are followed by three more pages, '<u>Media'</u>, '<u>Consortium'</u>, '<u>Contact'</u>. In M11, a twitter-wall showing the newest messages from the MICADO project on the social media platform was integrated, as well as one page that shows news articles in blog form ('<u>News'</u>).

Since December 2019, one new section has been added to the MICADO project website: 'Partner projects'. There, the MICADO team is promoting the 5 sister projects funded under the same call. Furthermore, additional news articles and newsletters have been added in their respective sections on the website. The project website has also been enriched with representative images professionally taken especially for this purpose. Last, but not least, the MICADO presentation video has been embedded on the first page and is available in English with subtitles in all project languages (see image 18).

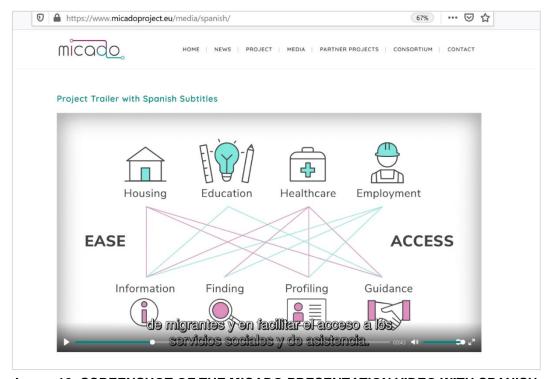


Image 18: SCREENSHOT OF THE MICADO PRESENTATION VIDEO WITH SPANISH SUBTITLES ON THE PROJECT'S WEBSITE

With around 3.500 individual users in the first two years of the project, the goal is clearly met.

4.3 Newsletter

The Communication Plan (D7.2) set out that at least seven newsletters should be sent out during the project runtime. This task entailed different subtasks such as setting up a mailing list with contacts and filling the newsletter with content in order to disseminate MICADO knowledge and engage audiences with the project activities and results. In 2019, task leader SYNYO thus drafted a structure for the newsletter containing a news section, a meet the team-section where eventually each team of the 15 beneficiaries would present themselves, and a



calendar with upcoming events. Several partners contributed content and SYNYO was able to put together a content-wise and visually appealing first newsletter. Building on the first newsletter with general project information, FHH created a planning document for the remaining six newsletters with specific content ideas for each issue. The newsletters will tell the MICADO story to readers. Each newsletter will focus on the current phase in which the project and the project participants are and will highlight special developments and results. We are following a story-telling approach, and want to go beyond reporting facts. With this approach we provide readers with a holistic view of the project, with insights into the challenges faced by the pilot cities, comments from our target groups, and the personal motivation of project staff. Through these insights, readers should be able to form a bond with MICADO and keep in touch.

These are the themes of the newsletters #2-#7:

- MICADO newsletter #2 The creation of the universal MICADO solution
- MICADO newsletter #3 The four pilot cities
- MICADO newsletter #4 Ready player one, two, three, and four Start of the MICADO piloting
- MICADO newsletter #5 First impressions from the pilot, improvements of the universal MICADO
- MICADO newsletter #6 Local uptake
- MICADO newsletter #7 Local uptake, sending MICADO out into the world, wrap-up
- (MICADO newsletter #8 Wrap-up, gratitude, good-bye)

In 2020, two general newsletters have been sent out; the first one on 17th February 2020 and the second on 2nd September 2020 (see images 19, 20). 85 people subscribed to the newsletter by now. Since this is a little below the intended goal, measures were already taken to increase the outreach of the newsletter by e.g. tweeting about it again and spreading it in the intranet of project partner FHH. The third newsletter will be published at the beginning of 2021. In that, beside an introduction of the four pilot cities, MICADO will also present the website project partner TU Wien built to map <u>European Applications and Initiatives for Migrant Integration</u> it had collected as part of WP1 activities.



Image 19: PEAK INTO THE FIRST GENERAL NEWSLETTER
SENT IN FEBRUARY 2020



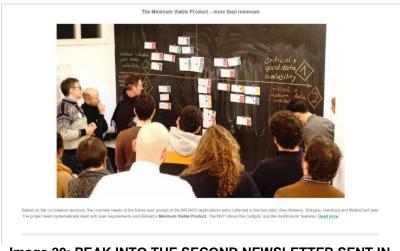


Image 20: PEAK INTO THE SECOND NEWSLETTER SENT IN SEPTEMBER 2020

In addition to the consortium-wide newsletter, local newsletters have been sent out in Madrid (March, June, November 2020), Hamburg (May 2020), and Antwerp (October 2020) to stay connected with LESC members and further stakeholders (see images 21-23).



Image 21: A PEAK INTO THE 2ND LOCAL NEWSLETTER FROM HAMBURG SENT IN MAY 2020



Onderwerp: MICADO Lokale Expert- en Gebruikersgroep: Tweede nieuwsbrief en video

Categorieën: MICADO; To keep in mind

Dag allen,

In de tweede nieuwsbrief van het MICADO project kunnen jullie meer lezen over de verdere ontwikkelingen van de MICADO tool en stand van zaken: https://mailchi.mp/28ecaf68626d/4ohacaybno-4161677 (onderaan kunnen jullie ook de rapporten vinden over de stand van zaken van de technische ontwikkelingen). We hebben ook een korte introductievideo gemaakt voor het project: https://www.micadoproject.eu/media/Dutch/ (ook beschikbaar met andere ondertitels)

Met vriendelijke groeten,
Lore Van Praag in naam van het Antwerps consortium,

Atlas, Sociale Dienst Stad Antwerpen, Digipolis en CeMIS (Universiteit Antwerpen).

Image 23: EXCERPT OF THE LOCAL NEWSLETTER FROM THE ANTWERP LOCAL GROUP TO ITS STAKEHOLDERS SENT IN OCTOBER 2020



Image 22: PEAK INTO THE NEWSLETTER FROM THE MADRID LOCAL GROUP SENT IN NOVEMBER 2020

4.4 Flyers & Posters

In 2020, flyer production has not been considered a priority due to the limitations the Covid-19 outbreak and the following lock-down in most European countries and the world caused. Only very few physical public events took place, since most were shifted to online events, therefore causing less need for printed flyers.

However, the flyer template, designed by SYNYO in 2019, is still available for future flyer creations. The English flyer created by the Local Group of Hamburg in October 2019 (M10) remains available as a download from the project's website under the section 'Media'.



In addition to flyers, three posters have been created in the second year of the MICADO project by the Hamburg Local Group: At the annual meeting of EU project managers and policy makers in January 2020 (M13) in Hamburg, MICADO was presented with the help of a poster (see image 24) by project partner FHH.

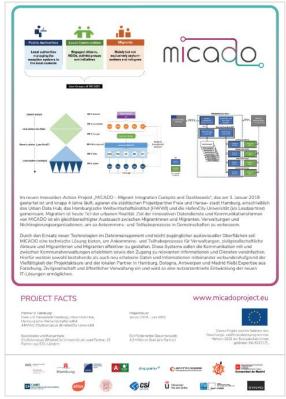


Image 24: MICADO POSTER FOR HAMBURG TOWNHALL EVENT IN JANUARY 2020

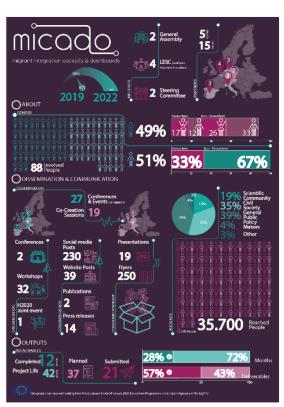


Image 25: KPI VISUALISATION FOR REVIEW MEETING IN MARCH 2020

Additionally, coordinator HCU produced a KPI poster displaying the most important results in terms of communication and dissemination among other categories for the first Review Meeting in March 2020 (M15) in Brussels (see image 25). There is an updated version of this poster, having been created in October 2020, to summarise those indicators until July 2020 (M19) during internal reporting. Those posters have not only been used as a tool to assess the set KPIs internally as well as in front of the Commission, but also for other external communication purposes.

4.5 Social Media Posts: Twitter, Facebook, and YouTube

Activities on social media platforms are high in general, but vary between partner cities and platforms. The main platform to inform about the project activities together with the website is the project's Twitter account. In November 2020 (M23), a YouTube channel has been created, even though it was not foreseen initially, to be able to disseminate videos such as tutorials easily. 436 posts have been published over the MICADO Twitter account since the beginning of the project with currently 475 followers, as well as 16 videos on YouTube with currently 13 subscribers. In the beginning of 2021, Consortium members will work on the distribution and dissemination of the YouTube channel to increase its outreach.



Next to these project-wide accounts, partners have used their already existing accounts on Twitter and Facebook to communicate and promote MICADO activities. The main MICADO Twitter account as well as the individual partners' accounts are re-tweeting each other's posts to increase the communication reach. Additionally, they share meaningful posts of other accounts in the context of migration and ICT tools. The following list (see table 6) shows the Social Media accounts by different partners currently in use to promote MICADO:

Partner	Link to Social Media accounts
Consortium- wide	https://twitter.com/H2020Micado https://www.youtube.com/channel/UCDaezDkr7MgPDNbdfpelkXQ/featured
HCU	https://twitter.com/citysciencelab/
FHH	/
HWWI	https://twitter.com/HWWIHamburg
UANTWERPE N	https://www.facebook.com/UACeMIS
Atlas Antwerpen	https://twitter.com/atlas_antwerpen, https://www.facebook.com/atlasantwerpen
OCMW Antwerpen	/
Digipolis	https://twitter.com/DgplsAntwerpen
UNIBO	https://twitter.com/UniboMagazine
ASP Bologna	https://twitter.com/AspBologna
CSI Piemonte	https://twitter.com/csipiemonte
CPS	https://twitter.com/infoCOLPOLSOC, https://www.facebook.com/ColpolsocA
URJC	https://twitter.com/urjc
DGSSIS	https://twitter.com/ComunidadMadrid
TUW	https://twitter.com/simlabTUW
SYNYO	1

Table 6: LIST OF PARTNERS' SOCIAL MEDIA ACCOUNTS

In a combined effort between the consortium-wide and the partners' accounts, 20 Facebook posts, 508 Twitter posts and 16 YouTube posts have been published. Since the project mostly uses Twitter for communication and is successful in that, it was decided that it is not necessary to emphasize on content distribution via Facebook. The KPI for Facebook posts has thus been deleted and the Twitter KPI has been increased accordingly in the KPI table in chapter 4.1.

In June 2020 (M18) a video has been produced by SYNYO and HCU to further promote the project in English with subtitles in Dutch, German, Italian, and Spanish. It has since been used to introduce the project at events and other meetings and has been received very well. The video can be viewed on the <u>project's website</u> as well as on its <u>YouTube Channel</u>.



The following images 26-29 show selected examples of the many social media posts that were produced by MICADO partners.



Image 26: ONE OF THE LATEST POSTS FROM THE PROJECT'S TWITTER ACCOUNT ON THE SUCCESSFUL POLICY ROUND TABLE EVENT IN OCTOBER 2020



Image 27: FACEBOOK POST FROM CEMIS ON THE RELEASE OF THE MICADO VIDEO IN JUNE 2020



Image 28: POST BY CPS TO ANNOUNCE THE UPCOMING LESC MEETING IN DECEMBER 2020



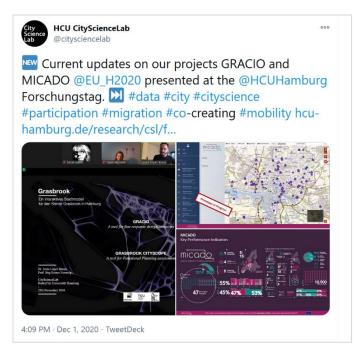


Image 29: TWEET BY HCU ON A MICADO
PRESENTATION DURING THE RESEARCH DAY AT
THE UNIVERSITY IN NOVEMBER 2020

4.6 Press Releases

In 2020, three press releases have been released coordinated by the Madrid Local Group. Two have been published on the URJC website in <u>January 2020</u> (M13) and <u>October 2020</u> (M22). The third one was published in the local newspapers of Alcorcón, Fuenlabrada and Móstoles in November 2020 (M23, see image 30); it is also available <u>online</u>.

Since naturally, there will be more tangible results to communicate in the second half of the project, the number of releases until M24 can be considered a good outcome.



Image 30: PRESS RELEASE PUBLISHED IN DIFFERENT LOCAL NEWSPAPERS IN NOVEMBER 2020



5 Assessment of Internal Communication

5.1 Overview Internal Communication KPIs

Likewise to the previous chapters, this section gives an overview of all internal communication KPIs and their current status in tabular form. The table includes the target for the whole project duration, the current figures per local group for the first 24 months of the project, as well as an interpretation of the figures with the help of a *traffic light-system* (green = good progress, orange = there is progress, but little, red = too little progress, focus point of next year). Compared to the last year's report, the table has been slightly adjusted.

Activity		Target	Figure	Status
E-mail		Provide contact list	Provided by all	ОК
Digital Conferencing		Access to Zoom calls	Accessible for all	ОК
Telephone		Provide phone number	Provided by 60 out of 71	ОК
Coordination Meetings	General Assembly	≥7	3	3/7 OK
	Steering Committee	≥7	12 (1 physically, 11 virtually)	12/7 OK
	Advisory Board	At least once per year	0 (local one-on-one meetings have happened)	0/4 In Progress
	LESC	At least three times in each pilot city during the project lifetime	12	12/12 OK
	WP Lead Meetings	Every two or three months (combined with SC calls)	12	12/14 OK
	Review Meetings	3	1	1/3 OK

Table 7: ASSESSMENT OF INTERNAL COMMUNICATION KPIS (TAKEN FROM D8.1)

5.2 Means of Internal Communication

In 2020, a well working internal communication has become even more important behind the background of the current pandemic that started in March 2020. The MICADO team could draw on the internal communication structure that had been well planned and practised in the first



year of the project. Nevertheless, certain changes had to be made to adjust to the new situation. From March 2020 onwards and just after the 3rd General Assembly and the first Review Meeting in Antwerp and Brussels, physical meetings became difficult and the Consortium decided to hold all meetings of 2020 digitally. It also decided to increase the frequency of Steering Committee Calls to discuss challenges, risks and mitigation measures connected to the pandemic on a regular basis (monthly). These calls were organised and conducted by coordinator HCU. In addition to the regular meetings, a number of Convergence Workshops as part of WP3 took place in 2020 with a majority of the Consortium. While the first meeting in January 2020 (M13) could be held physically in Hamburg (see image 31), the following meetings were moved to the digital sphere. Through the close exchange between all partners, it was possible to postpone the 4th General Assembly, initially planned for fall 2020, to spring 2021, when the situation will hopefully be more under control.



Image 31: 1st CONVERGENCE WORKSHOP IN HAMBURG IN JANUARY 2020

Only an Advisory Board meeting hasn't taken place as planned. There have been several attempts to conduct such a meeting in 2020, unfortunately, these were not successful. Nevertheless, individual local meetings, e.g. in Antwerp with the Advisory Board member Michèle De Baere (Advisor on Integration in the city council team responsible for 'integration and equal opportunities' in Antwerp) took place.

5.3 File and Knowledge Management

Tools like Nextcloud, GitHub and the MICADO Wiki continued to be important supporters of internal communication. Nextcloud provides extensive data policy enforcement, encryption, user management, and auditing capabilities. According to the folder structure (see image 32) all essential documents, templates, data and products are stored in this shared space.



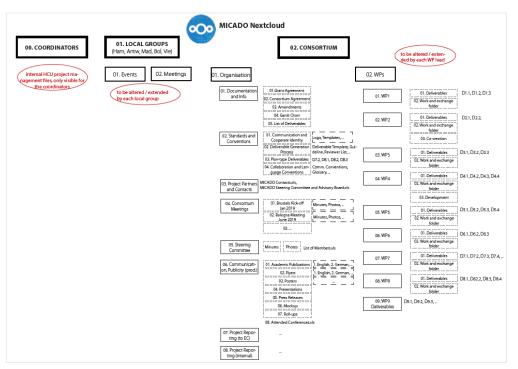


Image 32: NEXTCLOUD FOLDER STRUCTURE

In addition to the deliverable template, there are templates for other Word, PowerPoint or Excel files in MICADO project identity, available on Nextcloud.

Furthermore, <u>GitHub</u> is used as the platform for shared IT development work in MICADO, serving as a tool to coordinate work among programmers, as well as giving non-programmers the chance to create issues on GitHub to communicate ideas and problems with the current state of the solution.

The MICADO repository on GitHub also hosts the project's <u>Wiki</u> to reduce the number of platforms and systems at use for collaborative work; it is openly accessible. In 2020, new entries have been added to the Wiki according to the current state of the process. In the last months, mainly terms connected to development were added to the glossary. Due to this activism, it wasn't necessary to implement an editorial board.

Overall, internal communication within the MICADO consortium works very well in the second year of the project.



6 Conclusion and Future Focal Points

The assessment of MICADOs (internal) communication and dissemination activities has shown that the majority of the KPIs defined in the Exploitation and Dissemination Plan (D7.1), the Communication Plan (D7.2), and the Project Management & Quality Plan (D8.1) could be reached in the different categories in the second year in a row. This is even more worth mentioning, since the year 2020 has been a difficult year in terms of communication and dissemination activities due to the limitations and restrictions the Covid-19 pandemic brought. Several events where MICADO partners had planned to present the project and subsequently produce publications, got either postponed to the next year, or cancelled completely, or in some rare cases, shifted to online events. Nevertheless, after having assessed the individual KPIs of each category, the results look very promising.

Reviewing internal communication activities, the coordinator HCU made sure that all crucial partners provided all necessary contact information to guarantee ongoing smooth working dynamics especially during the pandemic and with online-meetings, only. Also, the use of GitHub and the MICADO Wiki has successfully been increased in 2020. In the next year, all partners but especially the coordinator HCU have to make sure that important upcoming meetings (e.g. 4th General Assembly, 2nd Review Meeting, Advisory Board meeting) will be adequately planned to be able to conduct them online successfully in case physical meetings will still not be possible by spring 2021.

The communication activities after 24 months of runtime of the project have exceeded the targets similar to the results of 2019. The project website has already been viewed by more than 3.500 individual users, and more than 500 Twitter posts have been published in the context of the MICADO project. Also, there is a precise concept on what and when to distribute the project's general newsletter. In the next year, and as mentioned above, future focal points will be to increase the outreach of this newsletter as well as of the project's new YouTube channel.

In terms of dissemination activities, all KPIs could be reached in 2020. Importantly, all pilot cities maintained close connections to their LESCs and held several meetings to exchange and prepare for the upcoming phases with high participation (piloting, uptake). Additionally, and despite the obstacles of the Covid-19 pandemic, MICADO could be presented in different contexts – in public authority rounds, to future users, and at online conferences. A number of shorter articles were published in 2020, and more are already foreseen for 2021 through conference participations and the book on co-creation in migration research and policy making, to be published by Prof. Lore Van Praag from UANTWERPEN including articles from numerous project partners.



Annex

Joint Migration Policy Roundtable Program Overview



Joint Migration Policy Roundtable 2020

The integration of migrants, including refugees, in many Member States of the European Union and Associated Countries remains a challenge for both public authorities and local communities. MIICT, Re-Build, NADINE, MICADO, WELCOME and EasyRights are Horizon 2020-co-funded initiatives who work towards the development of ICT-enabled solutions and toolkits for the implementation of inclusion policies by public administrations. As efficient and effective migrants' integration can only be achieved by clearly understanding the migrants' personal and family situation, but also by involving all key actors, such as researchers, public authorities, civil society organizations and migrants, the 6 projects apply a participatory co-creation approach in the design and provision of tools and services.

In this context, the 6 initiatives, together with their responsible project officers from the Research Executive Academy are hosting a closed Policy Roundtable event, targeted at the six projects consortia, their Expert and Advisory Boards and representatives from the European Commission, to tackle 3 key synergy pillars – the ICT component, the co-creation approach and the role of **public authorities and policy makers** in the delivery of digital public services to the migrants.





Moderators:





How to Join

How can ICT support integration and digital public services delivery to migrants on a local level and what does that mean for the European digital transformation?

Saskia Baverl

CENTRIC - MIICT

Carmen Munteanu SYNYO - MICADO

Stefano Ouintarelli UNSDSN.ORG, President of Advisory Group on advanced technologies UN/CEFACT, President of the steering committee of the Agency for Digital Italy International lecturer, technology and marketing consultant, executive strategist

Leonard Doyle Spokesperson of the IOM (International Organization of Migration)

Neil Clarke Head of Legal Programmes and EU Advocacy at the Minority Rights Group

Agis Chrysafidis Research Associate, Center for Security Studies (KEMEA), Hellenic Ministry of Citizen Protection Department of Integration Policy at the Ministry of Labour, Social and Family Affairs and Integration 14.10.2020 | 10:00 - 12:00 CEST

Meeting number (access code): 137 155 2743 Meeting Password: CNmTFDNY663

Or join by phone (access code): 137 155 2743

Can co-creation and participatory designs be successful approaches for developing tools and digital public services for migrants?

Maria Amata Garito

UNINETTUNO - REBUILD

Francesca Rizzo Politecnico di Milano. **EASYRIGHTS**

Elizabeth Kassinis Executive Director, Caritas Cyprus

llias A. Bellis Warrant Officer, Border Protection Division, Hellenic Police Headquarters

European Association for Information on Local Development

Anastasios Karakostas

Oscar Gussinyer Resilience Earth Erika Zárate Resilience Earth

> Andrea Facchini Regional contact person for Immigration, Regione Emilia-Romagna

Ayse Patan Business Analyst, Capgemini 15.10.2020 | 10:00 - 12:00 CEST

Meeting number (access code): 137 524 4855 Meeting Password: zUnFDqDJ533

Or join by phone (access code): 137 524 4855

How can we improve the collaborations between policy makers and public authorities for supporting migrant integration and delivery of digital public services to migrants?

Ana Eckhardt Rodriguez VVA - NADINE

Maria Moudatsou WELCOME

Hana Jalloul Spanish Secretary of State for Migration Dennis van Gessel EC DG Employment, Social Affairs & Inclusion Diana Radoslavova Founder and Director of the Center for Legal Aid - Voice in Bulgaria

Valentina Zoccali Sustainable Communication (S-Com)

Ronald Derks Municipality of Delft, Netherlands 16.10.2020 | 10:00 - 12:00 CEST

Meeting number (access code): 137 377 4813 Meeting Password: eKcdTkJ8a75

Or join by phone (access code): 137 377 4813

Event Coordinators: MIICT/ SYNYO: Florian Huber | EC/REA: Hinano Spreafico, Wolfgang Bode, Alma Joy Ridderhof

Patricia Martinez

For any inquiries please contact Florian Huber (MIICT) at florian.huber@synyo.com





Wednesday | 14.10.2020 | 10:00 - 12:00 CEST

How can ICT support integration and digital public services delivery to migrants on a local level and what does that mean for the European digital transformation?





Schedule:

Discussion Points:

10:00 - 10:15

Welcome and Introduction by Event Coordinators

10:15 - 10:45

Welcome by Moderators and Inputs by Speakers

11:00 - 11:15

Clarifications and questions by the Moderators to the Panel

11:15 - 12:00

Q&A and Discussions with the all Participants

12:00

Closing of the Session

- Digital transformation processes about eGovernment / PAs appear to be heterogeneous, with some countries in EU far behind the average¹. What are the key obstacles and barriers in implementing at local level the principles expressed in the EC Digital Strategy² regarding "Digital solutions for EU-wide public services", the principles of the eGovernment Action Plan 2016-2020 and the Tallinn Ministerial Declaration on eGovernment?
- Which are the best practices on how ICT can help public service delivery to migrants?
- Which policy levels are crucial for boosting the use of ICT for migrant integration and what is the role of EU policy in this context? How can EU, national, regional and local policy makers and authorities as well as NGOs etc. be supported to overcome these challenges?
 What would be the role of the projects/MS/EU?
- Is there an EU-wide effort for harmonizing skills assessment methods for migrants? Is there a role for ICT here?
- Under which conditions public authorities fully adopt EU programs ICT innovation?

Footnotes





Thursday | 15.10.2020 | 10:00 - 12:00 CEST

Can co-creation and participatory designs be successful approaches for developing tools and digital public services for migrants?





Schedule:



Discussion Points:

10:00 - 10:15

Welcome and Introduction by Event Coordinators

10:15 - 10:45

Welcome by Moderators and Inputs by Speakers

11:00 - 11:15

Clarifications and questions by the Moderators to the Panel

11:15 - 12:00

Q&A and Discussions with the all Participants

12:00

Closing of the Session

- We can state that open and participatory processes are able to increase transparency in decision making and political actions at both local, national and EU level, but does this transparency reflect on trust?
- Could a wide involvement of stakeholders and interested parties in the decision making and in the solution design process reshape (or help reshaping) the perception of migrants and refugees in citizenship?
- What are the best practices for representative representation in co-creation processes (involving all citizen groups, including migrants, citizens with diverse backgrounds etc)? What are the best practices for engaging citizens in the full process of providing digital services?
- Co-creation and participatory design are to some extend buzzwords. But what are the requirements for a really taking into account the feedback and inputs from the end-users/migrants and translating their needs into user-centric tools?
- How can ICT development and EU projects in general deal with the uncertainties that come from the strong participation of end-users?
- ICT systems are constantly being further developed, both from a content and a technical perspective. How can we ensure these improvements bring an added value? At which stages of the development of ICT solutions should migrants be involved?



Friday | 16.10.2020 | 10:00 - 12:00 CEST

How can we improve the collaborations between policy makers and public authorities for supporting migrant integration and delivery of digital public services to migrants?





Schedule:

Discussion Points:

10:00 - 10:15

Welcome and Introduction by Event Coordinators

10:15 - 10:45

Welcome by Moderators and Inputs by Speakers

11:00 - 11:15

Clarifications and questions by the Moderators to the Panel

11:15 - 12:00

Q&A and Discussions with the all Participants

12:00

Closing of the Session

- How could the positive experiences coming from local pilots be scaled up and have an impact on wider processes?
- What kind of results or evidences could boost the adoption of a methodology and/or a technical solution at a wider (more cities/regions involved) or upper (national/EU) political level?
- Which concrete actions can be taken by the EU to support improving the delivery of digital public services to migrants? How could this be included in the European digital government policy for the next 5 years?
- In terms of employment and skills: what can member states do to increase transparency on current skills gaps in the countries?
- How can NGOs better communicate the benefits of integration? How can policy-makers help NGOs identify the main bottlenecks in the arrival journey of a migrant?
- What is the experience in the pilot countries especially on the local level? How can we facilitate regular multi-stakeholder joint meetings between Pas, policy makers, NGOs and migrant representatives?
- What is the role of women for supporting the collaboration between different stakeholders?

